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U.S. PTO

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Assistant Commissioner for Patents  
Box PATENT APPLICATIONS  
Washington, D.C. 20231

1046051477  
01/16/02  
PTO

Sir:

Transmitted herewith for filing is the patent application of

Inventor: **Matthews, et al.**

Title: **Dynamic, Real-Time Call Tracking for Web-Based Customer Relationship Management**

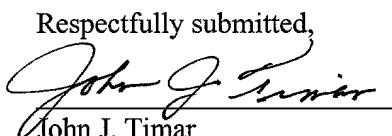
Enclosed are:

8 sheets of drawings.  
  
  
 An assignment of the invention to (D)  
 A certified copy of a \_\_\_\_\_ application.  
 Declaration For Patent Application (unsigned)

For:	Number Filed	Number Paid For	Number Extra	Rate	Total
Application				\$740.00/\$370.00	\$ 370.00
All Claims	28	20	8	\$18.00 / \$9.00	\$ 72.00
Independent Claims	2	3	0	\$84.00 / \$42.00	\$ .00
Assignment Filing Fee				\$40.00	\$ .00
Total Filing Fee:					\$ 442.00

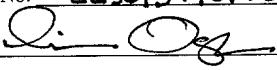
A check in the amount of \$442.00 to cover the filing fee is enclosed.  
 Pursuant to 37 C.F.R. § 1.27, applicant hereby asserts small entity status.  
 The Commissioner is hereby authorized to charge any deficiency in the payment of the required fee(s) or credit any overpayment to Deposit Account No. 09-0528.

Date: 1/16/02

Respectfully submitted,  
  
John J. Timar

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Docket No.: V024 1010

Certificate of Express Mailing	
I hereby certify that this document is being deposited as Express Mail in an envelope addressed to Assistant Commissioner for Patents, Washington D.C., 20231-0001 on <u>1/16/02</u> , Express Mail No. <u>EL561349014US</u> .	
	

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: **Matthews, et al.**

Being Filed Herewith:

For: **Dynamic, Real-Time Call Tracking for Web-Based Customer Relationship Management**

Assistant Commissioner for Patents  
Washington D.C. 20231

**REQUEST FOR NONPUBLICATION OF APPLICATION  
UNDER 35 USC § 122(b) [37 CFR § 1.213(a)]**

This request is being submitted with this application on filing.

It is requested that this application not be published under 35 USC § 122(b).

This is to certify that the invention disclosed in this application has not been and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

Respectfully submitted,



John J. Timar  
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1/16/02  
Date

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